



Fig., page 1 of 10 A VIRTUAL
VOICE/COMPANY/OFFICE NETWORK TOOL
KIT, METHOD, AND COMPUTER PROGRAM
PRODUCT
John Kenneth Amick
Application number 09/556,439.

1 Calling party
source telephone



2 PSTN
Transport

Caller directly dials or
is forwarded into
Node or Hub
equipment.

3

9 Remote
destination
telephone



4

Virtual network call processing system Node or HUB.

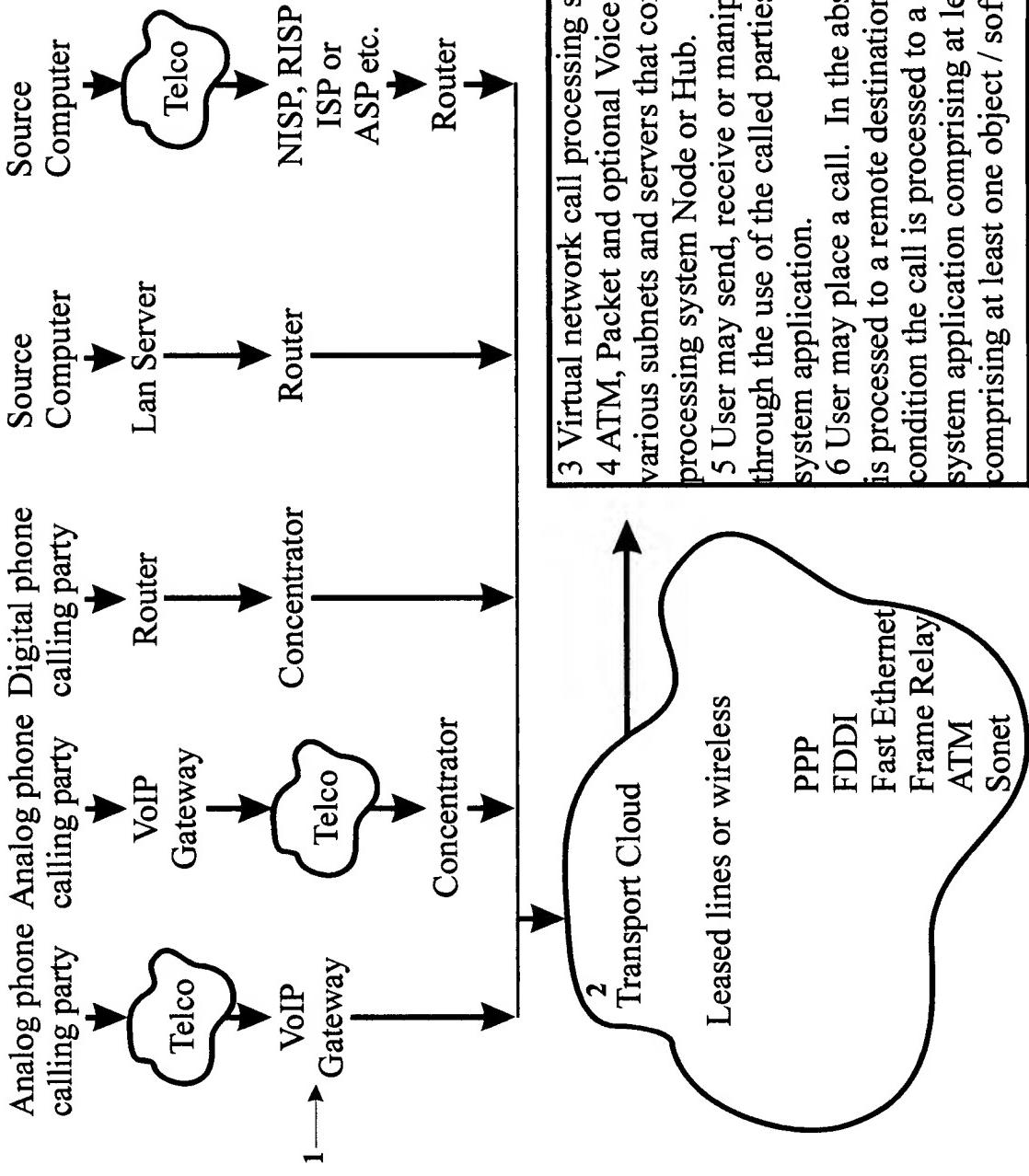
5 Handling and routing information from the network or Node switch instructs the Node equipment to start the desired virtual network call processing system application.

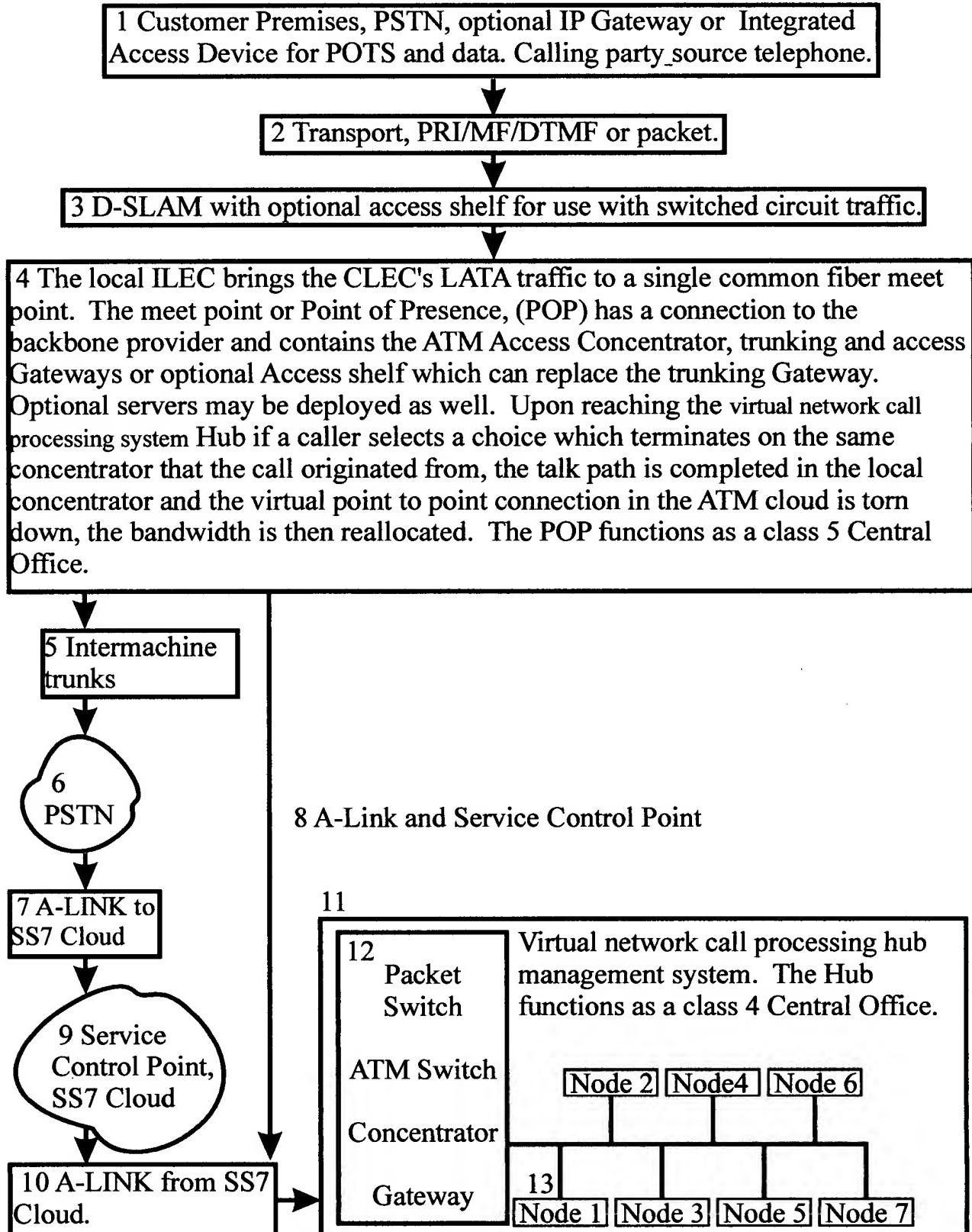
6 Appropriate greeting is played to the caller.

7 Caller may send, receive or manipulate a mixed-media message.

8 Caller takes an action resulting in an out dial. In the absence of an error condition the call is processed to a remote destination telephone. During an error condition the error handling mechanism processes the call to a virtual network call processing system application comprising at least one software application comprising at least one object / software construct.

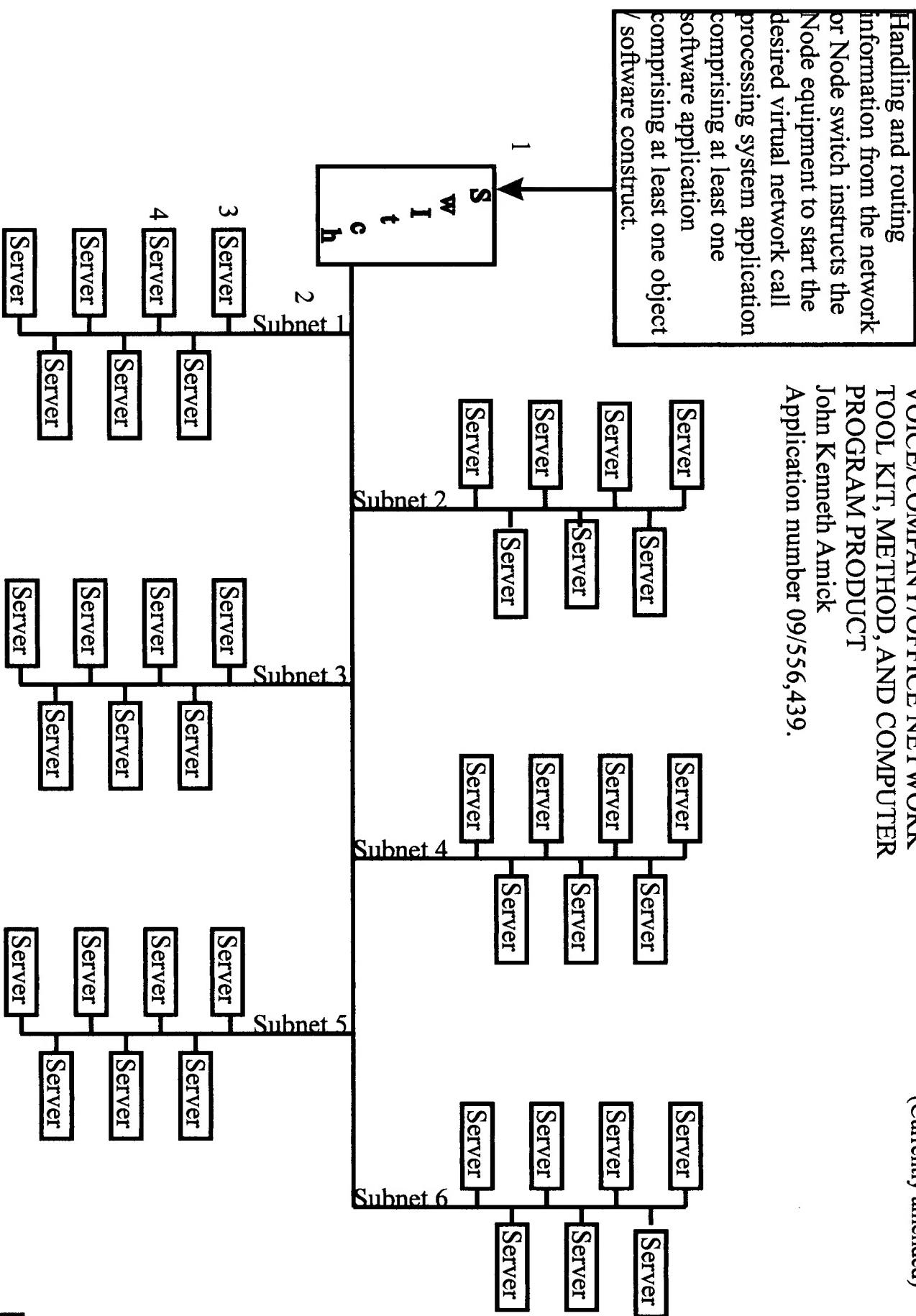
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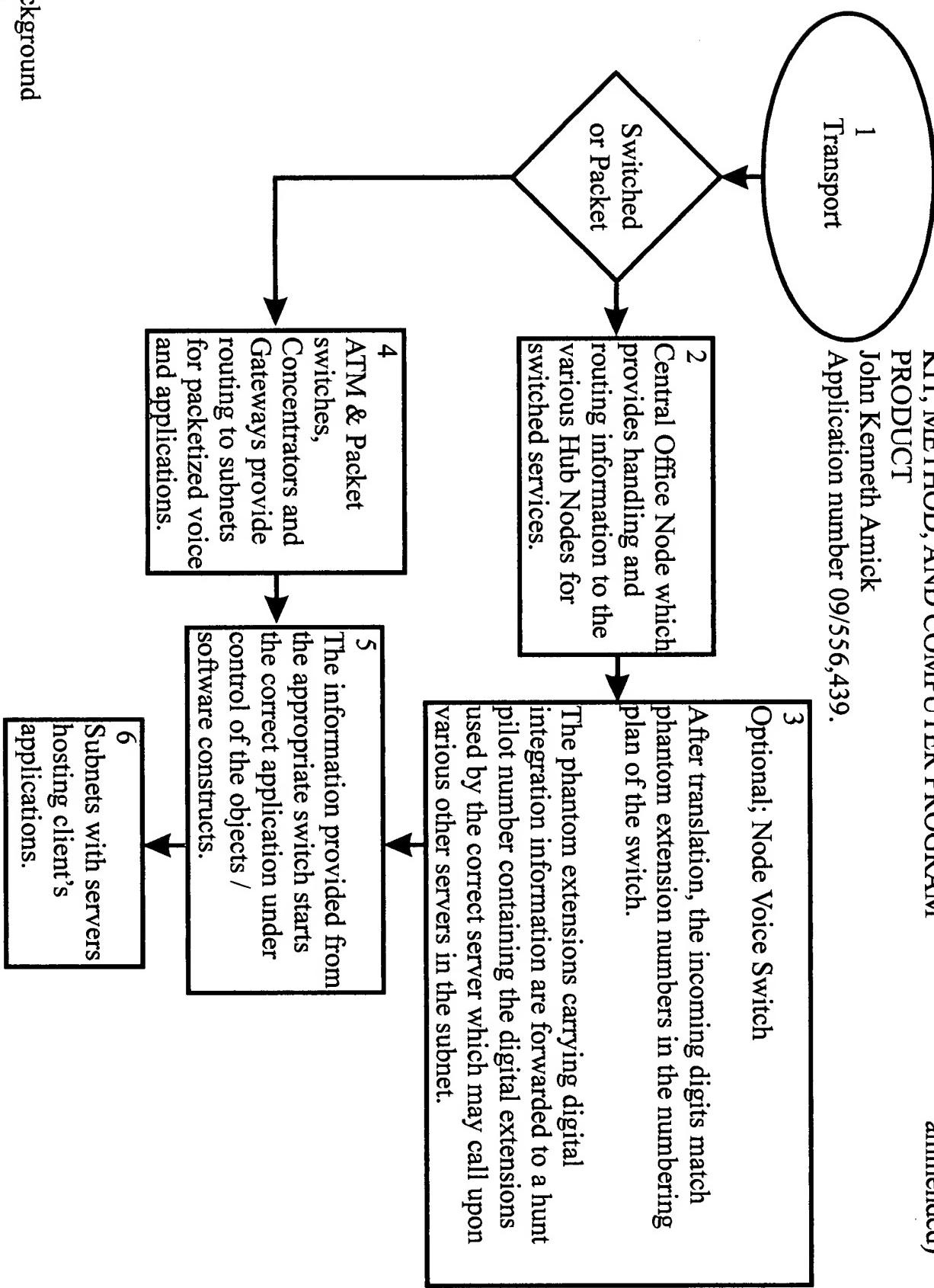
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Background
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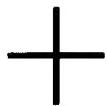


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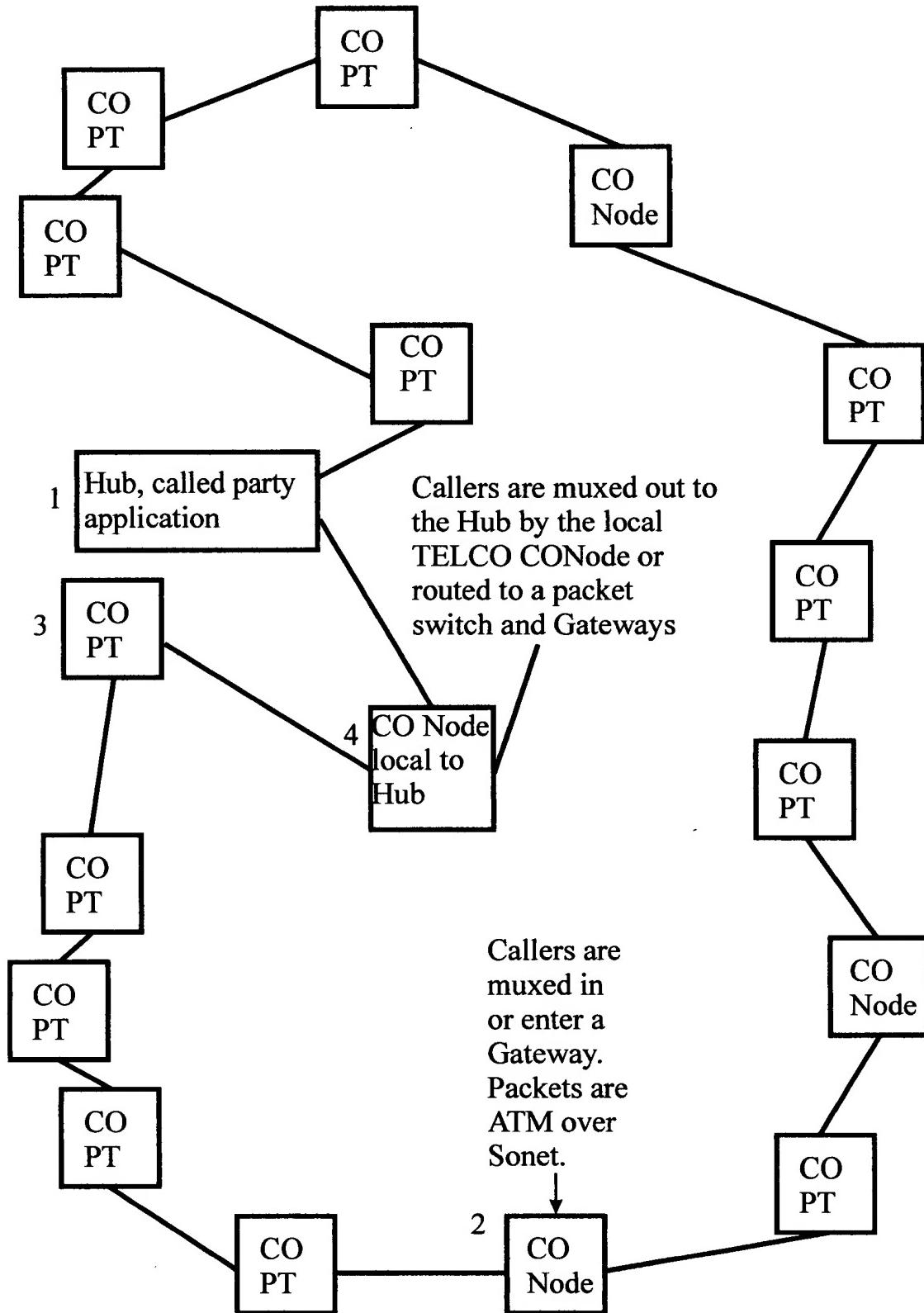
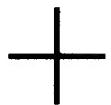
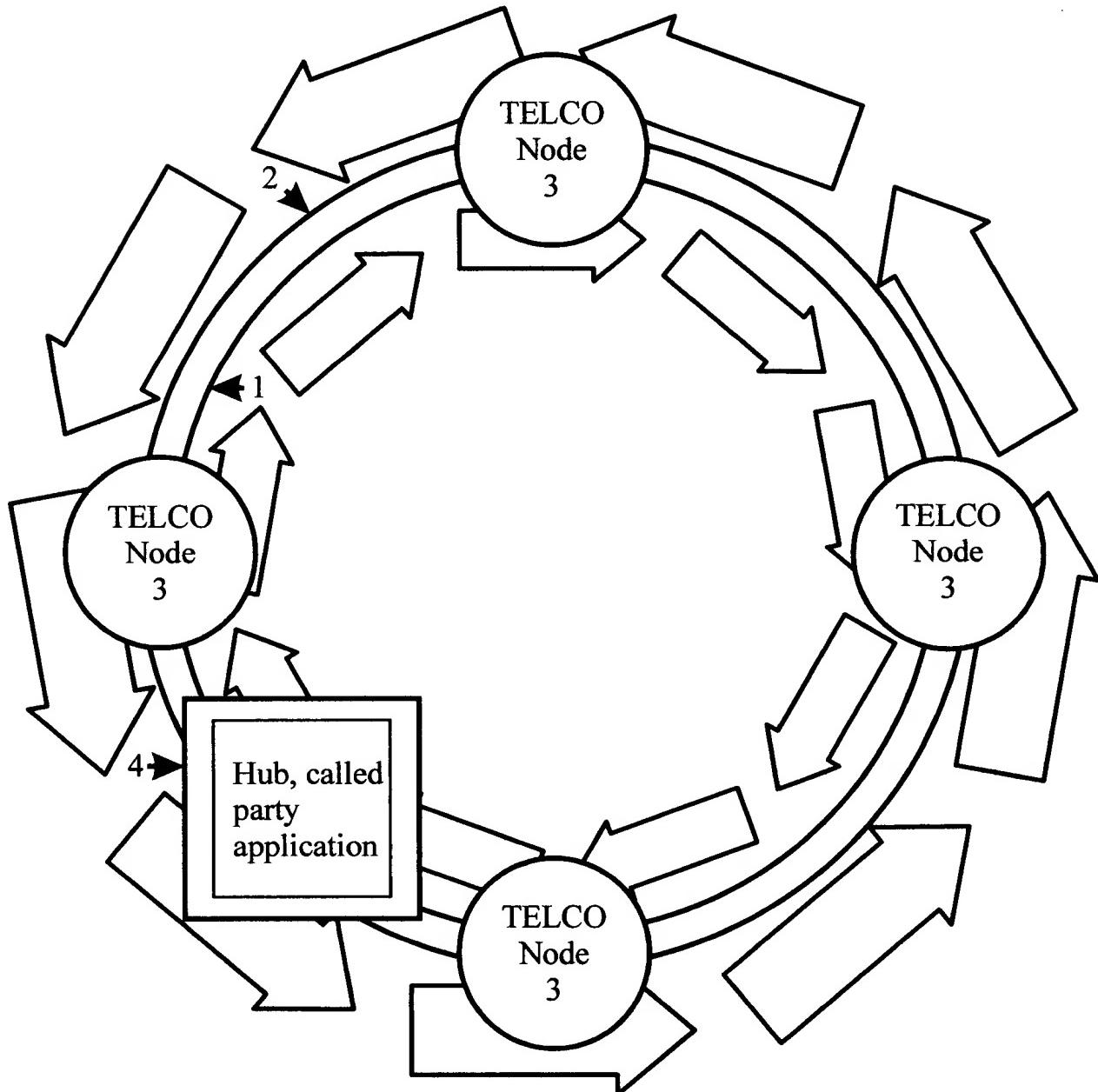




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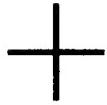


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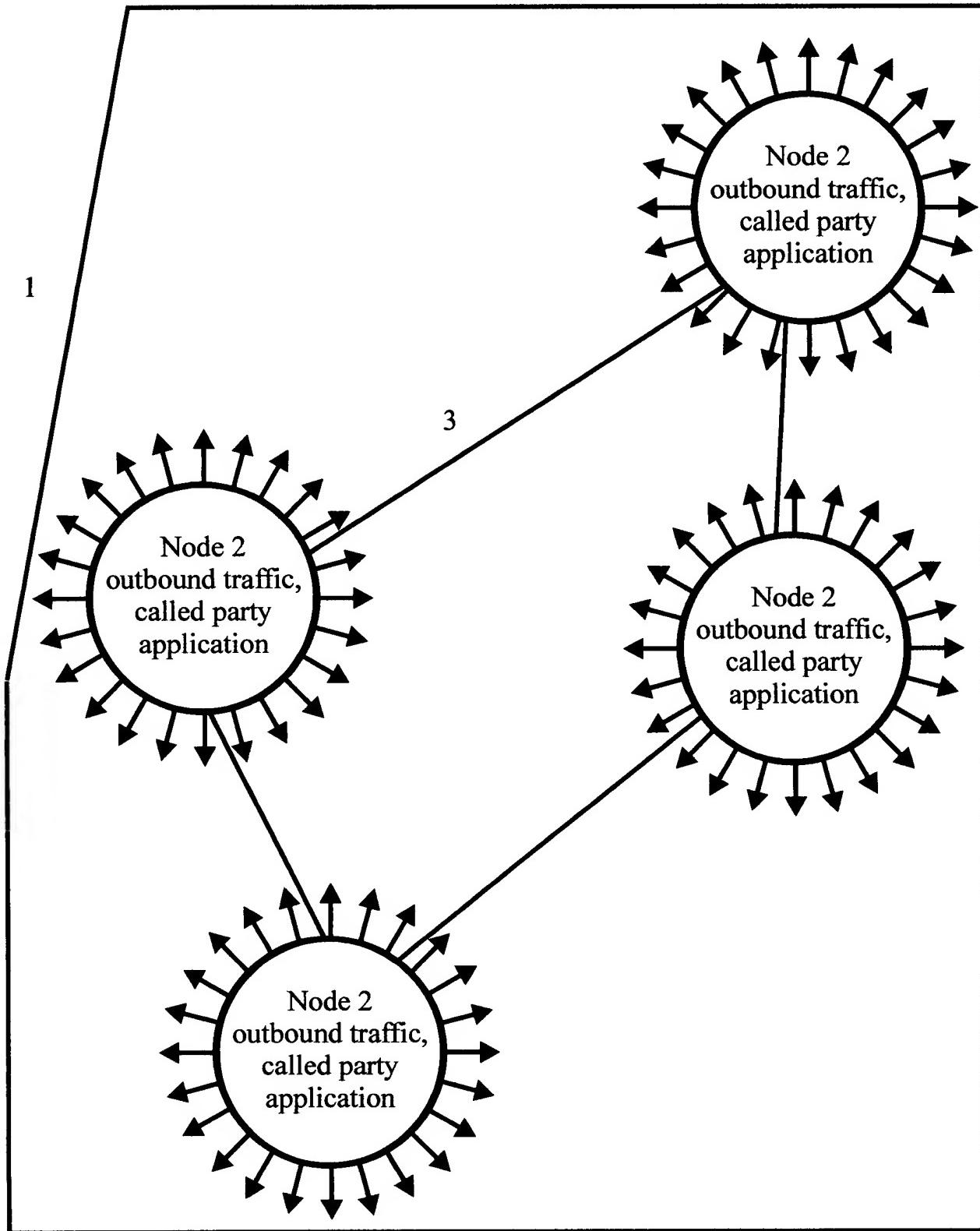
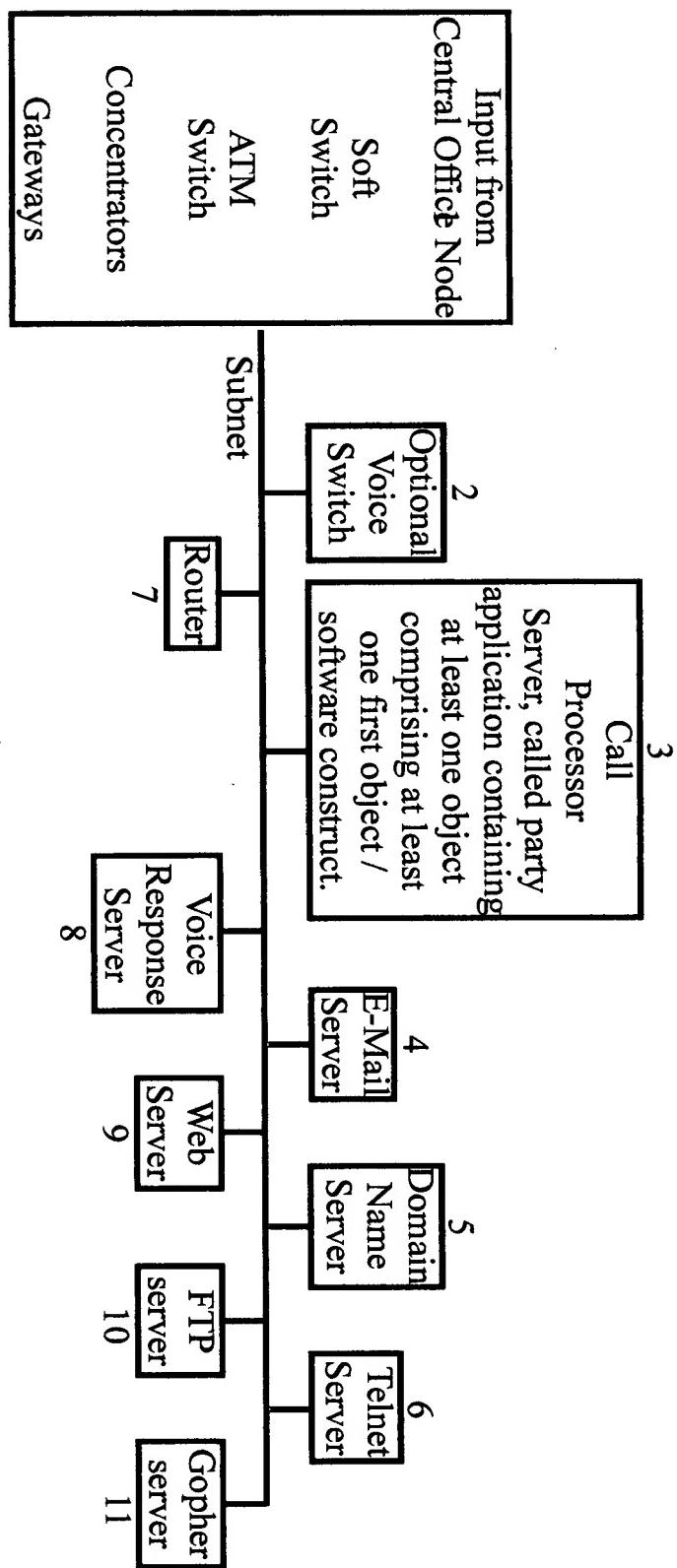


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Object / Software Construct-Use Example

- | | | |
|-----|---|--------------------------|
| 1 → | xxxx xxx-xxxx | XYZ Company |
| 2 → | M/B 2004,N,468 silent greeting | Contact-Name of person |
| 3 → | -MTWTF- 08:00-12:00 N/B 83500,N,1 | Telephone (XXX) XXX-XXXX |
| | -MTWTF-12:01-12:59 N/B 83600,N,1 | Fax (XXX) XXX-XXXX |
| | -MTWTF-13:00-17:00 N/B 83500,N,1 | Street address |
| | Default N/B 83700,N,1 | Suite X |
| 4 → | Business hours Intercept M/B 83800,9979390,32 | City, State, Zip |
| 5 → | A/C A/E to M/B 1077,9979390,N,32 | |
| 6 → | Lunch and Default Intercept M/B 83900,N,32 | |
| | A/C A/E to M/B 1077,9979390,32 | |

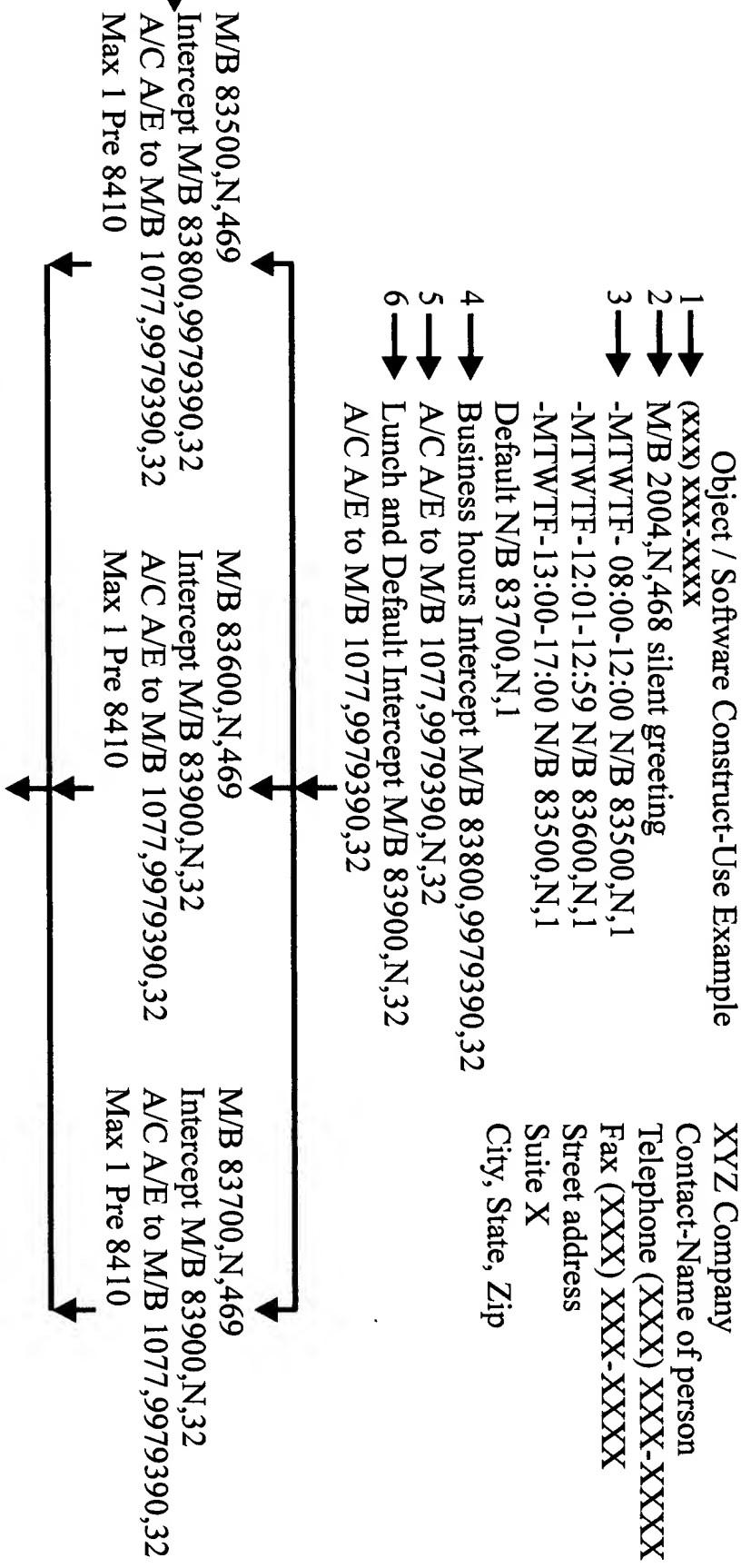


FIG 10

